

Subclass	ISSUE CLASSIFICATION
Class	ISSUE CLAS

## Best Available Copy

PATENT NUMBER	3	•
	ı	
	١	

U.S. **UTILITY** Patent Application

o.c. onen rapplication				
KW 0.1.P.E.  SCANNED (3)  Q.A. CK	PATENT DATE			

APPLICATION NO.	CONT/PRIOR	CLASS	SUBCLASS	ART UNIT	EXAMINER
09/490065	5	379	265	2742	State of the state

Robert Eilbacher Ted Lubowsky

Apparatus and method for monitoring and adapting to environmental factors within a contact center

PTO-2040 12/99

(Attached in pocket on right inside flap)

ISSUING CLASSIFICATION						
ORIGINA	\L	CROSS REFERENCE(S)				
CLASS	SUBCLASS	CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)			
INTERNATIONAL	CLASSIFICATION	-				
			☐ Continued on Issue Slip Inside File Jacket			

TERMINAL		DRAWINGS		CLAIMS ALLOWED	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
☐ The term of this patent				NOTICE OF ALL	LOWANCE MAILED
subsequent to (date) has been disclaimed.	(Assistant	Examiner)	(Date)		
The term of this patent shall not extend beyond the expiration date					
of U.S Patent. No.				ISS	UE FEE
				Amount Due	Date Paid
	(Primary Examiner)		(Date)		
The terminalmonths of				ISSUE BAT	TCH NUMBER
this patent have been disclaimed.	(Legal Instrume	ents Examiner)	(Date)		
WARNING: The information disclosed herein may be res Possession outside the U.S. Patent & Traden					5, Sections 122, 181 and 368
orm PTO-436A			FILED WITH:	DISK (CRF)	FICHE CD-ROI

(FACE)